Library Profile:

San Francisco Public Library's Deaf Services Center

By Sarah Dalton
Connection Editor

During the 2002 winter holidays, an intrepid University of Bristol student was vacationing in San Francisco. Instead of window shopping in the Haight-Ashbury, or sipping Irish coffees in Ghirardelli Square, the youth spent three days where he felt most comfortable: San Francisco Public Library's Deaf Services Center, an institution that embodies San Francisco Public Library's service to people with disabilities.

When the Americans with Disabilities Act (ADA) became law in 1990, people with disabilities gained basic access rights. In the library world, that meant all people *had to* get into library buildings, to use library restrooms, to move from floor to floor in libraries and to get the information they need from libraries as independently as possible.

One of California's largest public libraries, San Francisco Public Library (SFPL), mines the subtext of the ADA's rudimentary language, and takes the ADA law a step further. SFPL, according to Access Services Manager, Marti Goddard, "embraces" not just the rules, but the "spirit of the ADA."

SFPL makes that commitment concrete through its access services, based at SFPL's main branch. Those services include assistive technology, the Library for the Blind and Print Disabled, the Resource Collection for Learning Differences, Project Read, the Library on Wheels, Friends for Life, and the Deaf Services Center (DSC).

Access Services Manager, Marti Goddard, points out the ASL sign for "sun" on the Deaf Services Center mural at San Francisco Public Library.

Deaf Services Center

Someone unfamiliar with deaf culture might wonder why a *library* needs a Deaf Services Center. The traditional library, one assumes, is perfectly suited for deaf and hard-of-hearing people. The library holds, and celebrates, silent, written worlds where one need not speak, or hear, to discover texts and resources.

That's a myth. Marti Goddard explains why: "American Sign Language is as different from English as any spoken language. People assume that deaf people read and write English - they don't: many have never heard English." Goddard says that the "culturally deaf," those people born to deaf parents and educated in deaf schools, do not see themselves as "disabled" but as part of a unique and viable culture with which a traditional library might not be familiar.

To further complicate the myth, microcosms exist in the deaf community. Goddard reports that a "vast number" of the center's patrons are

those born to hearing parents and those who are newly hard-of-hearing. Though part of the same deaf community as the culturally deaf, these groups have modified needs. For library staff to customize customer service for the community's disparate groups requires patience, compassion and expertise. SFPL Main's staff exudes those qualities.

When experts like Goddard, and her colleagues Arden Wong and Orkideh Sassouni show the newcomer the DSC, they reveal the center's subtle, and highly deliberate, technological and architectural features. During a tour, their hands flying in American Sign Language as they narrate, what looks like an elegant, glassed-in reading/conference area evolves into a new cultural environment. The visitor learns that the round tables and comfortable chairs make signing and communicating easy. The visitor appreciates how the windowless room prevents sunny "back-lighting," a hindrance to signing. The visitor sees that the waist-high shelves allow patrons to communicate across the stacks. Finally, the visitor sees how the center's brilliant mural tells a San Francisco story through color and image and signs.

Arden Wong and Orkideh Sassouni communicate in American Sign Language in the Deaf Services Center

Collection

Before SFPL established the DSC, SFPL's Roberto Esteves spearheaded a needs assessment of San Francisco's deaf community in the early 1980's. Esteves' research revealed that people in the deaf culture want books by and about deaf people. As a result, SFPL's Deaf Services Center has one of the largest collections of such materials in the western United States. Since opening over 20 years ago, the DSC has become a destination for deaf or hard-of-hearing people (and their families and associates) who need deaf-related texts and resources not available in their city, state (or country). The DSC's collection includes fiction and non-fiction books, magazines, videotapes, and other materials focusing on American Sign Language, sign language study, deafness, deaf culture, and related topics.

DSC librarian Arden Wong reports that many DSC users are students (both hearing and deaf) seeking books, periodicals and videos on American Sign Language for a concrete purpose. They are, Wong says, studying for the "Registry of Interpreters for the Deaf" exam to become certified interpreters in the educational, medical, legal, theatrical and religious fields.

SFPL-wide Effort

SFPL's commitment to the deaf community doesn't stop at the DSC. Goddard says that, throughout the main library, staff write back and forth with deaf patrons, an act which inductively teaches the staff the needs of people with disabilities. When working with deaf or hard-of-hearing people specifically, or people with disabilities generally, SFPL staff members know to "take a breath, step back, and listen " - a tough thing to do when a staff member is alone on the desk and patrons are waiting.

The editors of *Guidelines for Library and Information Services for the American Deaf Community* (Chicago, IL: American Library Association, 1995) address this on-the-job challenge. Communicating with deaf or hard-of-hearing persons, the editors write, "requires additional effort, knowledge, patience and the use of assistive devices…Libraries are often…a community's sole source of impartial information and, therefore, have a responsibility to collect and provide such information to deaf people."

The learned young man from Bristol, a member of the international deaf community, knew that San Francisco Main's Deaf Services Center is a model of advanced library service for deaf and hard-of-hearing people, people whose disability can be invisible. It's a good thing to know about and a good place to visit - pass it on.

For more information about the San Francisco Public Library's Deaf Services Center go to http://sfpl4.sfpl.org/access_services/Deafsrv_Center.htm or contact Access Services Manager Marti Goddard at (415) 557-4557 or TTY at (415) 557-4433. You may also email Marti at martig@sfpl.org.

Library of California News

Governor appoints six new members to LoC board

By Chris Berger
Library Development Services
California State Library

Governor Gray Davis has appointed six new members to the Library of California (LoC) board, replacing four gubernatorial appointees whose terms had expired and filling two vacancies. The new members are Penny Kastanis, Dr. Michael Keller, Sonia Levitin, Lucy Lin, Paymaneh Maghsoudi, and Sarah Pritchard. The Governor also reappointed 2002 LoC board president, Victoria Fong, to the board.

The new LoC board members all have considerable experience in the library profession or with libraries. Kastanis is the faculty/coordinator of California State University, Sacramento's School Library Media Teacher Credential program and also serves as the executive director of the California School Library Association. Keller is university librarian/director of academic information resources at Stanford University and is one of the leading experts on digitized libraries. Levitin, a published author, is a volunteer and advisory member to the Library and Archives of the Simon Wiesenthal Center and Museum of Tolerance. Lin is a librarian/teacher at the Lowell Elementary School and Bixby Elementary School of the Long Beach Unified School District. Maghsoudi is the library director of Whittier Public Library. Pritchard is the university librarian at the University of California, Santa Barbara.

The Library of California, enacted in 1998, is a statewide networking program of public, school, college and university, and special libraries that have agreed to share each other's collections and resources to answer the work, educational, and lifelong learning informational needs of all Californians. The LoC board is the administrative body of this program and of the California Library Services Act of 1978.

Four LoC board members will be leaving because their terms of service have expired. They are former LoC board president James Dawe, former vice president Kim Wang, Access Services Committee chair Mary Purucker, and member Ed Harris.

The first meeting of the LoC board, with its new members, for 2003 will be held February 18-19 in Sacramento.

California Teleconnect Fund helps pay telecommunications cost

By Rushton Brandis
Technology Consultant, Library Development Services
California State Library

The California Public Utilities Commission (CPUC) provides discounted telecommunication services for qualifying schools, libraries, hospitals, and community-based organizations. How can it do this? The answer is the California Teleconnect Fund or CTF.

CTF is administered by the CPUC and provides an additional telecommunications cost discount beyond that offered through the federal Education Rate, or E-Rate, program. Qualifying libraries may receive a 50 percent discount for all one megabyte (1MB) services, Centrex, PBX Trunks, Switched 56, Integrated Services Digital Network (ISDN) service, T-1 service, DS-3, Synchronous Optical Network (SONET), Advanced Digital Network (ADN), Switched Multimegabit Data Service (SMDS), Asynchronous Transfer Mode (ATM), and Frame Relay Service.

The one-time application covers all identified lines. A new application should be submitted when adding more lines. Libraries must also be eligible to participate in the state-based funding programs under the Library Services and Technology Act (LSTA) to qualify for the CTF discounted rates for libraries. The California State Library provides a certificate that a library is eligible for LSTA.

For background on CTF and an application form, visit the CPUC website at www.cpuc.ca.gov/static/industry/telco/public+programs/ctf.htm. A chart showing current library participation in both the E-Rate and CTF programs is available at www.library.ca.gov/assets/acrobat/CTF_and_Erate_chart.pdf.

For additional information on the CTF application process, contact your telecommunications carrier. For questions about library certification for LSTA eligibility, contact Rushton Brandis at (916) 653-5471 (phone) or rbrandis@library.ca.gov (email).

San Diego backs library expansion

By Arian Collins
Senior Public Information Officer
San Diego Public Library

The City of San Diego Public Library is undergoing a $312.3 million overhaul of its library system that will result in 24 new or improved libraries, including a new main library, over the next 10 years. The city has also increased the library system's operating budget.

"This is a very exciting time for the San Diego Public Library," said Mary Walshok, chair of San Diego's Board of Library Commissioners. "We are very fortunate to have wide support for libraries from elected officials, community leaders and the general public."

Funding for the building program will include $177 million in city-issued bonds, $43 million in redevelopment funds, and $53 million in grants and private donations. The city will gather the remaining money through development impact fees, facilities benefit assessment fees, federal funds and other city accounts.

Because fund-raising is such a major part of the financing plan, the San Diego Public Library Foundation has been created to seek private and corporate donations to help fund the program. Chairing the foundation is Jim Dawe, former Library of California board president.

"Requesting donations can be a difficult proposition," said Dawe. "However, because this is such a worthwhile program that benefits the entire city, we are confident that we will succeed."

The city council also approved a one-half percent increase in the library's portion of the city's general fund for four years to augment a Library Operation and Maintenance Fund. This translates to a 20 percent increase in the operating budget.

Although plans for library improvements had been studied for 30 years, it wasn't until San Diego Mayor Dick Murphy took office in 2001 that those plans solidified. Murphy made 10 specific goals for his first term that included building a 21st century library system for the entire city.

"Focusing on the library system as a whole was key to getting the plan approved because it will benefit all parts of the city," San Diego Public Library Director Anna Tatár said. "This allowed the entire city council to back the plan."

Tatár also credits support from the Friends of the Library and the Board of Library Commissioners for helping get the library's operating budget increased.

The first project under the plan will be a new 26,000-square-foot Point Loma Branch Library that's scheduled to open in fall 2003.

"We have been working so hard for this plan to become a reality, there's now a great sense of relief," Tatar said. "There is still plenty of hard work ahead, but this will be the fun part."

California children lead nation in essay contest

By Robert Daseler
Communications Office, California State Library

California schoolchildren lead the nation in submissions to Letters About Literature, a nationwide essay contest for students in grades 4-12.

According to the latest tabulation by the Library of Congress, Letters About Literature has received 8,609 entries from California for the 2003 competition, fully 27 percent of the total nationwide of 31,232.

Last year California students wrote only 1,890 of the letters.

Letters About Literature is sponsored in California by the California State Library and the California Center for the Book. Dr. Natalie Cole, director of the Center for the Book, attributes the four-fold increase in California numbers to the greater participation of the California Department of Education and the California School Library Association in the contest. Barbara Jeffus at the CDE has been instrumental in enlisting the support of school librarians for the project.

Letters About Literature is organized nationwide each year by the Center for the Book at the Library of Congress. Students in grades 4-12 write letters to the authors of their favorite books. Winners are selected on three age levels for national awards. In California, State Librarian Dr. Kevin Starr hosted an awards ceremony for the winners in 2002. In California prizes for winners are awarded in the spring.

For more information about Letters About Literature, please call Dr. Natalie Cole at the California Center for the Book, (310) 206-2464 or nacole@ucla.edu.

New California Legislators

In November 2002, California elected new state senators and assembly members.
So that California's libraries have a bird's eye view of their new representatives, *Connection* has grouped the new legislators by the counties that the legislators represent:

Senate

Name	District	Counties Represented
Sam Aanestad	4	Butte, Colusa, Del Norte, Glenn, Nevada, Placer, Shasta, Siskiyou, Sutter, Tehama, Trinity, Yuba
Jeff Denham	12	Madera, Merced, Monterey, San Benito, Stanislaus
Dean Florez	16	Fresno, Kern, Kings, Tulare
Roy Ashburn	18	Inyo, Kern, San Bernardino, Tulare
Gilbert Cedillo	22	Los Angeles
Dennis Hollingsworth	36	Riverside, San Diego
Denise Moreno Ducheny	40	Imperial, Riverside, San Diego

Assembly

Name	District	Counties Represented
Patty Berg	1	Del Norte, Humboldt, Lake, Mendocino, Sonoma
Doug LaMalfa	2	Butte, Colusa, Glenn, Shasta, Siskiyou, Sutter, Tehama, Trinity
Rick Keene	3	Butte, Lassen, Modoc, Nevada, Plumas, Sierra, Yuba
Lois Wolk	8	Solano, Yolo
Alan Nakanishi	10	Sacramento, San Joaquin
Leland Yee	12	Alameda, San Francisco, San Mateo
Mark Leno	13	Alameda, San Francisco
Loni Hancock	14	Alameda, Contra Costa
Guy Houston	15	Contra Costa, Santa Clara
Gene Mullin	19	San Mateo
Sally Lieber	22	Santa Clara
Greg Aghazarian	26	Merced, San Joaquin, Stanislaus
John Laird	27	Monterey, Santa Cruz
Steve Samuelian	29	Fresno, Tulare
Nicole Parra	30	Fresno, Kern, Kings, Madera
Kevin McCarthy	32	Kern, Tulare
Bill Maze	34	Kern, San Bernardino
Cindy Montanez	39	Los Angeles
Lloyd Levine	40	Los Angeles
Fabian Nunez	46	Los Angeles
Mark Ridley-Thomas	48	Los Angeles
Mervyn Dymally	52	Los Angeles
Rudy Bermudez	56	Los Angeles
Bob Dutton	63	San Bernardino
John Benoit	64	Riverside
Ray Haynes	66	Riverside
Todd Spitzer	71	Orange
George Plescia	75	San Diego
Shirley Horton	78	San Diego
Bonnie Garcia	80	Imperial, Riverside

For more information about California's legislators, visit the California State Senate (www.sen.ca.gov) or the California State Assembly (www.assembly.ca.gov) home pages.

Public Library Building needs top $4 billion

By Liz Gibson
Planning Consultant, Library Development Services
California State Library

California public library facilities need a lot of improvement. This is the implication of the results of the California State Library's latest biennial building needs survey. With 80 percent of the public libraries reporting, the dollar figure for building needs through 2010 stands at $4,064,094,665. This figure does not include any of the projects funded in the recent first cycle of the California Reading and Literacy Improvement and Public Library Construction and Renovation Bond Act of 2000, with awards totaling $149 million. There will be another $201 million in awards from that bond act by the end of 2004.
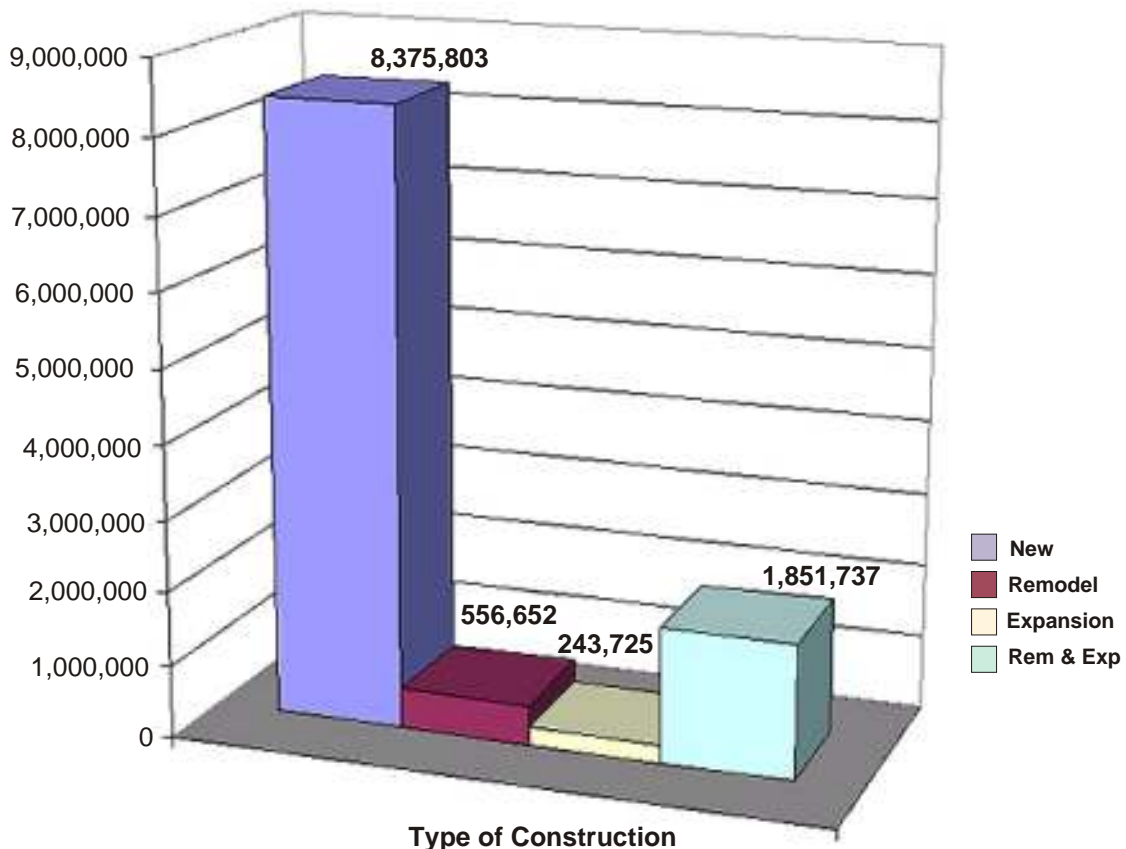
The survey documents 556 needed projects, more than 400 of which are for new construction.

One hundred and twenty-three libraries reported building needs ranging from as little as $25,000 for tiny Susanville Library District in Lassen County to more than $500 million for the County of Los Angeles Public Library. Twenty libraries have reported no current needs for new construction, expansion, or remodeling through 2010. Thirty-seven libraries have not reported; it is expected that the needs of these non-reporting libraries are small.

Immediate needs (2003-2005) are documented at over $2.5 billion, while 2006-2010 needs come in at about $1.5 billion.

As the chart below demonstrates, the survey shows a need for over 8 million square feet of new construction, over half a million in remodeling, 250,000 square feet in expansion needs, and almost 2 million in combined remodel/expansion projects.

California Public Library Building needs in Square Feet 2003 - 2010

Legend: New, Remodel, Expansion, Rem & Exp

New: 8,375,803
Remodel: 556,652
Expansion: 243,725
Rem & Exp: 1,851,737

Type of Construction

The results of this survey continue the recent trend showing increasing library facility needs as the existing buildings age, California's population continues to grow, and the number of persons using public libraries expands, along with their increasing demand for more electronic equipment for public use. Clearly, public library facilities are in need of significant upgrades to continue to provide and improve upon the services their users are requesting.

For further information about the public library buildings survey, contact Liz Gibson at (916) 653-6752 (phone) or lgibson@library.ca.gov (email).

Training Corner

Provider: **Infopeople**
Course: *Getting Started with XML*
    (with Eric Lease Morgan, Head of the Digital Access and
        Information Architecture Department at the
          University Libraries of Notre Dame)
Dates and locations:
    Tuesday, March 11, San Francisco Public Library
    Wednesday, March 12, California State Library
    Friday, March 14, Cerritos Public Library
http://www.infopeople.org/WS/workshop/Workshop/116

Provider: **Infopeople**
Course: *Developing Spanish and Latino Interest*
            Collections Using the Web and Online Sources
Dates and locations:
    Thursday, March 6, San Francisco Public Library
http://www.infopeople.org/WS/workshop/Workshop/109

Provider: **Infopeople**
Course: *Desktop Publishing on a Shoestring*
Dates and locations:
    Thursday, February 20, 2003, San Bernardino Public Library
    Thursday, February 27, 2003, San Francisco Public Library
http://www.infopeople.org/WS/workshop/Workshop/105

Provider: **Oakland Public Library**
Course: *Fighting Cyber Crime: How are Libraries Involved?*
Date and Location:
    Wednesday, February 19, 2003, Oakland Public Library
      Time: 9:30-11:30 a.m.
To Register:
    Space is limited. Respond to Amy Apel by February 14, 2003.
    aapel@oaklandlibrary.org or 510-238-3270

Provider: **Infopeople**
Course: *When Being Nice Isn't Working: Service, Safety,*
            and Security at the Moment of Truth
Date and locations:
    Monday, February 10, San Diego Public Library
    Wednesday, February 26, Ventura County Library-E.P.Foster
    Tuesday, March 11, Contra Costa County Library
      - Pleasant Hill
    Tuesday, March 25, Chico Branch Library
http://www.infopeople.org/WS/workshop/Workshop/110

Provider: **Infopeople**
Course: *Raising Private Dollars for Public Libraries*
Dates and locations:
    Thursday, February 13, 2003, Cerritos Public Library
    Tuesday, March 4, 2003, San Jose Public Library
http://www.infopeople.org/WS/workshop/Workshop/122

Provider: **Infopeople**
Course: *Science & Technology Resources on the Internet*
Dates and locations:
    Thursday, February 20, 2003, Cerritos Public Library
    Tuesday, March 11, 2003, San Jose Public Library
http://www.infopeople.org/WS/workshop/Workshop/121

Provider: **Infopeople**
Course: *Library Laws for the Web Environment*
Distance Learning Course
http://www.infopeople.org/WS/workshop/Workshop/86

Provider: **Infopeople**
Course: *Managing Your Digitization Project*
Distance Learning Course
    Tuesday, February 4, 2003 -- Tuesday, March 4, 2003
http://www.infopeople.org/WS/workshop/Workshop/123

Provider: **Infopeople**
Course: *Teaching Spanish-Speaking Patrons*
            How To Use The Internet
Dates and locations:
    Monday, February 10, Ventura County Library-E.P.Foster
    Monday, March 3, Cerritos Public Library
http://www.infopeople.org/WS/workshop/Workshop/100

Provider: **Infopeople**
Course: *Staffing for Results: Working Smarter*
Dates and locations:
    Friday, February 28, 2003, San Francisco Public Library
http://www.infopeople.org/WS/workshop/Workshop/111

Provider: **Infopeople**
Course: *Survival Spanish for Library Staff*
Dates and locations:
    Tuesday, February 11, 2003, Cerritos Public Library
http://www.infopeople.org/WS/workshop/Workshop/112

Provider: **Infopeople**
Course: *Cataloging Electronic Resources*
Dates and locations:
    Thursday, February 6, 2003, Los Angeles Public Library
    Tuesday, February 25, 2003, Rancho Cordova Community
Library
http://www.infopeople.org/WS/workshop/Workshop/106

Provider: **Infopeople**
Course: *Building a Dynamic Web Site with Dreamweaver MX*
Dates and locations:
    Friday, March 7, 2003, California State Library
http://www.infopeople.org/WS/workshop/Workshop/114

Provider: **Infopeople**
Course: *Genealogy Resources on the Internet*
Dates and locations:
    Tuesday, February 11, San Francisco Public Library
    Tuesday, March 4, Cerritos Public Library
    Tuesday, March 18, San Jose Public Library
http://www.infopeople.org/WS/workshop/Workshop/107

Provider: **Infopeople**
    presents Gary Price teaching ...
Course: *There's More to Web Research than Google!*
Dates and locations:
    Tuesday, February 18, California State Library
    Thursday, February 20, San Jose Public Library
    Monday, February 24, San Francisco Public Library
http://www.infopeople.org/WS/workshop/Workshop/102

calendar of events

2003

February

February 18-19, 2003
Library of California board meeting, Sacramento

February 19, 2003
Library Service and Technology Act (LSTA) Advisory Council on Libraries meeting, Sacramento

March

March 6-8, 2003
Public Library Association (PLA) Spring Symposium, Chicago

April

April 6-12, 2003
National Library Week

April 10-13, 2003
Association of College & Research Libraries (ACRL),
11th National Conference, Charlotte, North Carolina

May

May 2-7, 2003
Medical Library Association (MLA) Annual Conference, San Diego

May 28-29, 2003
Library of California board meeting, Sacramento

June

June 7-12, 2003
Special Libraries Association (SLA) Annual Conference, New York City

June 19-25, 2003
American Library Association (ALA) Annual Conference, Toronto, Canada

July

July 12-16, 2003
American Association of Law Libraries (AALL), Annual Conference, Seattle

August

August 20-21, 2003
Library of California board meeting, Sacramento

October

October 22-26, 2003
American Association of School Librarians (AASL)
National Conference, Kansas City, Missouri

November

November 15-17, 2003
California Library Association (CLA) Annual Conference, Ontario

November 18-19, 2003
Library of California board meeting, Ontario

www.library.ca.gov